



Child Care Subsidies

*A Booklet for
Licensed and Certified
Child Care Providers*



Washington State
Department of Social
and Health Services



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DSHS 22-877(X) (Rev. 1/01)

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Which Child Care Subsidy Programs are discussed in this booklet?

This booklet explains how Washington State pays for the following child care subsidy programs:

- Working Connections Child Care
- Seasonal Child Care
- Teen Parent Child Care
- Employed Foster Parent Child Care
- Child Protective Services Child Care, and
- Child Welfare Services Child Care.

Our goal is to help families become and remain self-sufficient and to ensure safe and developmentally appropriate care for children. We believe child care is a vital service for low-income families striving for self-sufficiency. As a child care provider, you play an important role in the success of the families using the child care subsidy programs.



What types of child care qualify for DSHS Child Care Subsidies payments?

*This booklet
specifically
addresses
care by
licensed or
certified
child care
providers.*

Families choose their own child care provider from a range of options. Washington State child care subsidy programs pay for licensed or certified child care, exempt in-home child care, and exempt relative's home child care.

Licensed or Certified Child Care – Care in a licensed or certified child care center or a licensed or certified family child care home. The Department of Social and Health Services (DSHS) licenses centers and family child care homes. Tribal programs, public schools, and military facilities may have their own approved licensing programs. However, they must also be certified by DSHS to receive state payments for child care.

Exempt In-Home Child Care – Care provided in the child's home by a relative or by an unrelated person. In-home care is exempt from licensing by the state.

Exempt Relative's Home Child Care – Care provided by a qualified relative in the relative's or the child's home. Relative's home care does not require licensing by the state.

This booklet specifically addresses care by licensed or certified child care providers. For more information on In-Home or Relative Child Care refer to the DSHS publication, A Guide to In-Home/Relative Child Care, DSHS 22-223(X).

Call your local DSHS Office of Child Care Policy for information about the licensing process.



How does DSHS set the maximum rates for Child Care Subsidy Programs?

DSHS conducts a survey of child care providers every two years. The rate information received from the survey is used to set the DSHS maximum child care rates. Contact the DSHS Community Service Office (CSO), Division of Children and Family Services (DCFS) office, or the family's authorizing worker* for the current DSHS maximum child care subsidy rates for your region. When you care for a child who receives DSHS child care subsidies, you will be paid your usual rate or the DSHS maximum rate, whichever is less.

Your usual rate may be higher than the DSHS maximum child care subsidy rate. However, if you provide child care for a family who receives child care subsidies, you may not charge the family the difference between the DSHS rate and your private child care rate.

Payment rates vary depending on:

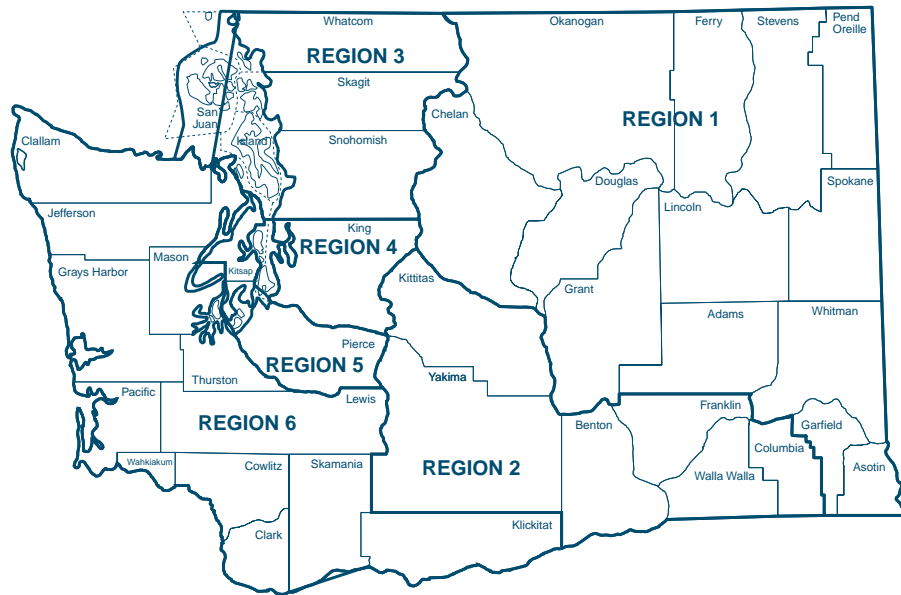
- The type of child care program:
 - Certified or licensed Child Care Center;
 - Certified or licensed Family Child Care Home; or
 - Exempt in-home/relative child care.
- The age group the child is in:
 - **Infant:** birth** through 11 months;
 - **Toddler:** 12 months through 29 months;
 - **Preschool:** 30 months through 5 years of age, has not attended kindergarten; and
 - **School-age:** 5 years of age through 12** years of age
- The DSHS region where you live (see map on page 4); and
- The amount of child care needed each month.

* The family's authorizing worker's name and telephone number are on the Social Services Notice.

** Child Care Centers may be licensed for children from one month up to 13 years of age. To care for a child over 13 years old or under one month old, you must have a waiver from your licensor.

** Family Child Care Homes may be licensed for children from birth up to 12 years of age. To care for a child age 12 or older, you must have a waiver from your licensor.

What DSHS Child Care Subsidy region am I in?



Child Care Subsidy Regional Map

Washington State Department of Social and Health Services

Note: For child care subsidies Asotin and Garfield counties are in Region 1. Most DSHS maps have them in Region 2.

Region 1:

Adams, Asotin, Chelan, Douglas, Ferry, Garfield, Grant, Lincoln, Okanogan, Pend Oreille, Spokane, Stevens, Whitman

Region 2:

Benton, Columbia, Franklin, Kittitas, Walla Walla, Yakima

Region 3:

Island, San Juan, Skagit, Snohomish, Whatcom

Region 4:

King

Region 5:

Kitsap, Pierce

Region 6:

Clallam, Clark, Cowlitz, Grays Harbor, Jefferson, Klickitat, Lewis, Mason, Pacific, Skamania, Thurston, Wahkiakum

Why are some authorizations for half-days and others for full-days?

DSHS authorizes child care for half-days or full-days, based on the total number of hours of child care needed monthly.

- If a child needs fewer than 110 hours of care per month, DSHS authorizes half-day child care. A half-day of care is fewer than 5 hours a day. A full monthly half-day authorization is 22 days a month. Depending on the family's needs, DSHS may authorize up to 30 half-days of child care per month. The extra 8 half-days allow you to claim an additional half day when 5 or more hours of care are provided for that child on any given day. See page 12 for information on how to claim half-days.
- If a child needs 110 or more hours of care per month, DSHS authorizes full-day child care. DSHS may authorize up to 22 full-days of care each month. A full-day is five to 10 hours of care per day. If more than 10 hours of care are needed to support a DSHS approved activity, additional care may be authorized.

DSHS authorizes child care for half-days or full-days.

The parent should contact their authorizing worker* if their child care needs change. The authorization may need to be changed if the child's hours of care increase or decrease.

Note: For Seasonal Child Care Program policies see Appendix A.



* The family's authorizing worker's name and telephone number are on the Social Services Notice.

What is a Social Services Notice?

When a child care authorization has been entered into the Social Services Payment System (SSPS), DSHS will send you a Social Services Notice.

The Social Services Notice identifies the:

- Authorized services;
- Authorized rates;
- Amount of child care authorized;
- Amount of the family's co-payment;
- Time period of the authorization;
- Services that have been changed or terminated; and
- Name and telephone number of the family's authorizing worker.

You should get the Social Services Notice within one week after the services are authorized in SSPS.

You should get the Social Services Notice within one week after the services are authorized in SSPS. Write the name of the child and the end date of the authorized care on your calendar. To ensure child care subsidies continue, you may want to remind families when their authorization is near the expiration date. If you do not receive a Social Services Notice, call the family's authorizing worker. The worker's telephone number is on your copy of the child care application.

When you receive the Social Services Notice, check it to be sure name(s), amount of care, dates of service, and rate(s) are correct. If there is a problem, call the family's authorizing worker.*

Any time authorized child care subsidy benefits change, DSHS will send you another Social Services Notice informing you of the change. The Social Services Notice is sent to you after a change has been authorized and processed.

Some changes will generate a Social Services Notice stating subsidies are terminated. For example, if the family's child care needs change from full-day to half-day, you will receive a Social Services Notice stating subsidized full-day care is terminated. A Social Services Notice will inform you of the new half-day service authorized. If you have any questions about the Social Services Notice contact the family's authorizing worker.*

* The family's authorizing worker's name and telephone number are on the Social Services Notice.

When does DSHS pay the Special Needs Child Care Rate?

DSHS pays an additional rate for the care of children under the age of 19 with a physical, mental, emotional, or behavioral condition that requires a higher level of care. A health, mental health, or education professional with at least a Master's degree must verify the child's condition and the need for a higher level of care.

Contact the DSHS Community Service Office (CSO), Division of Children and Family Services (DCFS) office, or the family's authorizing worker* for the current DSHS special needs rates for your region. DSHS will authorize the special rate or your additional cost associated with the care for that child, **whichever is greater**. Additional cost must be documented and approved by DSHS.

When does DSHS authorize the Infant Bonus?

If you are a licensed or certified child care provider, DSHS authorizes a \$250 infant bonus to you when you care for a child who is:

- Currently authorized to receive DSHS child care subsidies;
- Newly enrolled in your care;
- Less than 12 months old; and
- In your care for 5 or more days.

The bonus is paid to you only one time for that infant. You may only claim the infant bonus when the child has been in your care for five days.

When does DSHS authorize the Non-Standard Hour Bonus?

If you are a licensed or certified child care provider, DSHS authorizes the non-standard hour bonus to you when a child needs 15 hours or more of non-standard care per month. The DSHS child care subsidy programs define non-standard hours as:

- Before 6:00 a.m.;
- After 6:00 p.m.; or
- Any hours on Saturday or Sunday.

DSHS pays the non-standard hour bonus monthly per child, in addition to the child's regular authorization. The non-standard bonus can not be prorated. Claim the bonus if you expected the child during non-standard hour that month.

*The family's authorizing worker's name and telephone number are on the Social Service Notice.

When does DSHS pay a registration fee?

DSHS pays registration fees to licensed or certified child care providers for children who receive DSHS child care subsidies. DSHS will pay a registration fee of \$50.00 or the provider's usual registration fee, whichever is less. The registration fee is authorized when the child is first enrolled in care and annually if the provider requires this fee of all parents, subsidized and non-subsidized (private pay). Payment may be authorized more than once per year if the child changes providers and the new provider charges a registration fee.

When does DSHS pay activity fees?

Working Connections Child Care (WCCC) is the **only** child care subsidy program that pays an activity fee. The activity fee is only paid to licensed or certified child care providers who charge an activity fee for all families, subsidized and non-subsidized (private pay). The fee is to cover field trips and special activities. DSHS will pay up to \$20 per child, per month. The activity fee does not cover "optional enrichment programs" for the child(ren) such as dance, yoga, gymnastics, computer classes, or swimming lessons.

Some months you may only need to claim part of the activity fee. If you spend less than the authorized amount on activity fees write the amount you spent in the box below the preprinted rate. If you did not use the activity fee that month write "0" in the "Total Units" box. If the "Total Units" box is left blank the invoice will be returned to you for correction, which will delay your payment.



What is an absent day?

DSHS allows up to 5 absences each month for each child who is authorized for full-time, full-day or full-time, half-day care. Full-time means 22 full-days or 22 or more half-days per month. DSHS considers each full-time month as 22 days, although actual working days per month will vary from 19 to 23. Holidays are not counted as absent days (see page 17). Days that your child care facility is closed are not considered absent days (see page 18). Do not bill for days your facility is closed.

The child must attend your child care at least one day in the month for you to claim any payment for that month. You must keep daily attendance records for each child. You may be asked for attendance records to support your billing. Keep your attendance records and invoices for state-paid children on the premises for at least five years.

How do I count absent days?

To calculate absent days think of each week as having 5 days, even if families are scheduled for fewer days of care. A family may need child care only Monday, Tuesday, and Wednesday each week. Thursday and Friday, when the child is not scheduled to attend, are considered absent days.

Example:

Willow's father works Monday, Tuesday, and Wednesday. Willow needs care 3 days per week. You are authorized to provide child care for Willow for 9.5 hours a day, Monday through Wednesday. Because care is needed for more than 110 hours, the authorizing worker will authorize 22 full-days. The authorization appears as 22 units on your invoice.

At the end of the month you are ready to fill out your invoice. You review Willow's attendance record and see that she did not miss any Mondays, Tuesdays, or Wednesdays. Because DSHS considers each work week to be 5 days you must count each Thursday and Friday of the month as an absent day.

S	M	T	W	Th	F	S
					1 A	2
3	4 X	5 X	6 X	7 A	8 A	9
10	11 X	12 X	13 X	14 A	15 A	16
17	18 X	19 X	20 X	21 A	22 A	23
24	25 X	26 X	27 X	28 A	29 A	30
31						

The "x" indicates the days of attendance.
The "A" indicates absent days.

DSHS allows 5 absent days each month. Willow was absent 9 days, 4 more days than are allowed ($9-5=4$). To bill for the month subtract 4 from 22 and bill for 18 days.

On your invoice, 22 will be printed in the total units box. To bill correctly, write 18 in the total units box.

See the chart on page 16 to help you determine the correct number of days to claim.

How do I claim absent days when a child is authorized for 22 full-days?

A full-time, full-day authorization is for 22 days. When a child is absent more than 5 days, begin reducing the number of days claimed on the 6th day of absence. For example, if the child is absent 6 days, you claim 21 days. If the child is absent 7 days, you claim 20 days, and so on (see the Absent Day Calculation Chart on page 16). You may not claim more than 5 absent days per month. If the child exceeds the 5 state paid absent days **you may not charge the parent for additional absence days.**

Example:

Blaine is authorized for 22 full-days of child care. He needs child care Monday through Friday from 8:00 a.m. until 6:00 p.m. In August the family went on vacation and he missed 11 days of child care.

S	M	T	W	Th	F	S
					1 A	2
3	4 A	5 A	6 A	7 A	8 A	9
10	11 A	12 A	13 A	14 A	15 A	16
17	18 X	19 X	20 X	21 X	22 X	23
24	25 X	26 X	27 X	28 X	29 X	30
31						

The “x” indicates the days of attendance.

The “A” indicates absent days.

You are allowed 5 absent days. Blaine was absent an additional 6 days (11-5=6). Subtract 6 days from 22 days (22-6=16). Bill for 16 days.

On your invoice 22 will be printed in the total units box. To bill correctly, write 16 in the total units box.

See chart on page 16 to help you determine the correct number of days to claim.

How do I claim absent days when a child is authorized for 22 or more half-days?

A full-time, half-day authorization is 22 days, and absence days are claimed as described on page 11. The authorization may appear as 30 half-days on the invoice. This is so you may bill up to 8 additional days when 5 or more hours of care are provided on any one day. **The 8 extra half-days may not be claimed as absence days.**

Example:

Marty is a school age child authorized for a maximum of 30 half-days. When you review your attendance for that month you see that Marty was absent 8 days. When you look at the chart on page 16 you see that you may claim 19 half-days for Marty that month. The state pays for 5 absent days. Marty was absent 8 days, 3 more days than the state allows you to bill ($8-5=3$). You must subtract 3 days from the full month of 22 days ($22-3=19$). You will bill for 19 half-days.

When you review Marty's attendance you see that he was in care for 9 hours a day for the 6 days when the school was closed. Any time the child who is authorized for half-day is in care for 5 or more hours, you may claim an additional half-day. You may claim 6 additional half-days for March. The total number of half-days you may claim for Marty in March are 25 ($19+6=25$).

S	M	T	W	Th	F	S
					1 <i>A</i>	2
3	4 <i>A</i>	5 <i>A</i>	6 <i>A</i>	7 <i>A</i>	8 <i>A</i>	9
10	11 <i>9hrs.</i>	12 <i>9hrs.</i>	13 <i>9hrs.</i>	14 <i>9hrs.</i>	15 <i>9hrs.</i>	16
17	18 <i>4.5hrs.</i>	19 <i>4.5hrs.</i>	20 <i>4.5hrs.</i>	21 <i>4.5hrs.</i>	22 <i>4.5hrs.</i>	23
24	25 <i>A</i>	26 <i>A</i>	27 <i>4.5hrs.</i>	28 <i>4.5hrs.</i>	29 <i>9hrs.</i>	30
31						

The "A" indicates absent days.

How do I claim absent days when an authorization starts after the first day of the month?

If an authorization starts after the first day of the month, total days billed cannot exceed the number of days the child was scheduled to attend for that part of the month. You are allowed absent days during a partial month if the authorization is on-going full-time half-day, or full-time full-day.

Example:

Kara's mother found a full-time job. Her first day of work was August 8. Kara was authorized for 22 full-days of child care. The authorization was from August 8 until November 30. You were authorized to provide child care 5 days each week. Kara started care August 8th and was not absent that month. The maximum you may bill for August is 16 days. You may not bill for any days before the 8th when Kara was not authorized.

S	M	T	W	Th	F	S
					1 NA	2
3	4 NA	5 NA	6 NA	7 NA	8 X	9
10	11 X	12 X	13 X	14 X	15 X	16
17	18 X	19 X	20 X	21 X	22 X	23
24	25 X	26 X	27 X	28 X	29 X	30
31						

The "x" indicates the days of attendance.
The "NA" indicates days Kara was not authorized for child care.

On your invoice, 22 will be preprinted in the total units box. To bill correctly, write 16 in the total units box.

How do I claim absent days when an authorization ends in the middle of the month?

If an authorization is scheduled to end in the middle of the month, total days billed cannot exceed the number of days the child was scheduled to attend for that part of the month. You are allowed absent days during the part month if the authorization was for full-time half-day, or full-time full-day.

Example:

Erin has been in your care for 3 months. She is authorized full-time, full-day. You knew her authorization would end on the 20th of the current month.

S	M	T	W	Th	F	S
					1 X	2
3	4 X	5 X	6 A	7 X	8 X	9
10	11 X	12 X	13 X	14 A	15 A	16
17	18 X	19 X	20 X	21 NA	22 NA	23
24	25 NA	26 NA	27 NA	28 NA	29 NA	30
31						

The “x” indicates the days of attendance.

The “A” indicates absent days.

The “NA” indicates days Erin was not authorized for child care.

At the end of the month you review Erin’s attendance. She was only scheduled to be in care 14 days that month because the authorization ended on the 20th. The authorization was full-time so you are allowed 5 absent days. She was absent 3 days within the authorized time. Erin’s absent days did not exceed the 5 days allowed for a full-time authorization. You may bill for the entire 14 authorized days.

Can I claim absent days when a child leaves care before the end of the authorization?

If a child is authorized for full month child care but leaves your care unexpectedly before the end of the month, count the days in the authorization that the child did not attend as absent days. All of the days the child did not attend are counted as absent days, if they occurred before or after the last day of care.

Example:

Alyssa was authorized for full-time full-day care. You thought the authorization would continue for 3 more months. However, Alyssa's mother was laid off from her job on the 15th of the month. When she picked Alyssa up that night she said Alyssa would no longer need child care.

S	M	T	W	Th	F	S
					1 X	2
3	4 X	5 X	6 A	7 A	8 X	9
10	11 X	12 X	13 X	14 X	15 X	16
17	18 A	19 A	20 A	21 A	22 A	23
24	25 A	26 A	27 A	28 A	29 A	30
31						

The "X" indicates the days of attendance.

The "A" indicates absent days.

Alyssa was absent 2 days before her mother lost her job on the 15th and 10 days after the 15th. Total absent days for the month were 12 (10+2=12). DSHS allows 5 absent days each month. Alyssa was absent an additional 7 days (12-5=7). To bill for the month subtract 7 from 22 and bill for 15 days.

See the chart on page 16 to help you determine the correct number of days to claim.

Absent Day Calculation Chart for a Full-Time Authorization

Use this chart to determine the correct number of days to bill when the authorization is for 22 full-days or 22 or more half-days.

- For authorizations of 22 full-days or half-days, the left column is the total number of days the child was absent. The right column is the number of days to claim on your invoice.
- For authorizations over 22 half-days you bill for an extra half-day each time the child is in care more than 5 hours per day.

Note: For Seasonal Child Care Program policies see page 33.

Number of days ABSENT	Number of days to CLAIM
1	22
2	22
3	22
4	22
5	22
6	21
7	20
8	19
9	18
10	17
11	16
12	15
13	14
14	13
15	12
16	11
17	10
18	9
19	8
20	7
21	6
22	0

Which days are considered holidays and how do I bill for them?

Full-time authorizations **include** official state holidays. Official state holidays are: New Year's Day, Martin Luther King Jr. Day, President's Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day, the day after Thanksgiving, and Christmas Day.

If you are closed, do not count the holiday as a closure day. If you are open and the child does not attend, do not count the holiday as an absent day. If you are open and the child attends, do not claim an extra day for the holiday. Holidays are included in the authorization.

Example:

Gary's authorization is for full-time, full-day child care. He is in your care for the entire month of July. There is one holiday in July: Independence Day.

Full-time authorizations include official state holidays when your child care program is closed.

S	M	T	W	Th	F	S
					1 X	2
3	4 H	5 X	6 A	7 A	8 X	9
10	11 X	12 X	13 X	14 X	15 X	16
17	18 X	19 X	20 X	21 X	22 X	23
24	25 A	26 A	27 A	28 X	29 X	30
31						

The "X" indicates the days of attendance

The "A" indicates absent days.

The "H" indicates the days you were closed for your vacation.

At the end of the month you review your attendance records. Gary was absent 5 days. You were closed for Independence Day on July 4th. DSHS allows 5 absent days each month. Gary was not absent more than 5 days so you can bill for 22 days. The holiday does not count as a closure day even though you were closed.

On your invoice, 22 will be printed in the total units box. To bill correctly, write 22 in the total units box.

What are closure days and how do I bill for them?

Any day, except an official state holiday, that your child care facility is not open for care is considered a closure day. **You may not bill DSHS for closure days.**

For full-time, full-day or full-time, half-day authorizations you must subtract the number of closure days from the total number of days you would claim on your invoice.

Example:

At the end of the month you are filling out your DSHS invoice. Madeleine and Rebekka are authorized for full-time, full-day care. Your attendance records show that Madeleine and Rebekka both missed 6 days of care that month. You are allowed to claim 21 days (see chart, page 16). You were closed for 5 additional days for your annual vacation. You must subtract your 5 day vacation from the 21 days ($21-5=16$) and that month bill 16 days each for Madeleine and Rebekka.

S	M	T	W	Th	F	S
					1 A	2
3	4 A	5 A	6 A	7 A	8 A	9
10	11 x	12 x	13 x	14 x	15 x	16
17	18 x	19 x	20 x	21 x	22 x	23
24	25 V	26 V	27 V	28 V	29 V	30
31						

The "A" indicates absent days.

The "x" indicates the days of attendance

The "V" indicates the days you were closed for your vacation.

What is a Child Care Authorization?

An authorization means the family is eligible for child care subsidies at the time the authorization is made. Authorizations are for up to six months. Sometimes the family's situation changes, and they are no longer eligible for child care subsidies. Contact the family's authorizing worker* if you are concerned about changes in the family's eligibility. Overpayments may occur if you bill for child care during a time the family is not eligible.

An authorization is not a guarantee of payment. To be paid for care:

- **The child must attend child care at least one day that month for you to claim any payment for that month.**
- **You must keep daily attendance records for each child to support your billing.**
- **The family must maintain their eligibility.**

For attendance requirements for licensed family child care homes see the DSHS publication 22-006(X) "Minimum Licensing Requirements for Child Day Care Homes."

For attendance requirements for child care centers see DSHS publication 22-004(X) "Minimum Licensing Requirements for Child Day Care Centers."

You are required to keep attendance records and invoices for state-paid children on the premises for at least 5 years.

You are required to keep attendance records and invoices for state-paid children on the premises for at least 5 years.

How does DSHS pay child care providers?

You will receive a service invoice from DSHS by the last day of the month. The invoice lists each DSHS child care service you are authorized to provide. If you provided a child care service that is not listed on the invoice, contact the family's authorizing worker.*

Please Note: The first invoice for a newly authorized child might not arrive until the 12th of the month following the month you first provided authorized care.

*The family's authorizing worker's name and telephone number are on the Social Services Notice.

How do I complete my service invoices?

Complete the invoice based on a careful review of attendance records. You may bill for child care by mailing the completed invoice in the return envelope. If there are less than fifty services on your invoice you may use Invoice Express (see page 23) to call in your information. If you use Invoice Express you must still fill out your invoice for your records. **Do not mail your invoice if you have billed by Invoice Express.**

The number of days you claim may not be more than the pre-printed number in the "TOTAL UNITS" box.

To be sure your billing is accurate, complete your monthly invoice after the last day of that month. DSHS can not process invoices until the first day of the following month.

Step 1 When you receive the invoice, check to make sure all the names are correct. Do not make any changes to your name or address on the invoice. If your name or address is incorrect, call your DSHS child care licensor. If a child's name is incorrect, or you have questions regarding the rates or units authorized, call the family's authorizing worker. * Do not write comments or questions on your invoice or attach notes.

Step 2 To claim payment, you must fill in the section on the SSPS billing invoice called "TOTAL UNITS." Claim only for the child care related to the family's approved activities, such as employment (some programs approve training).

If you are paid at the half-day rate, DA (day) is preprinted in the section for "SERVICE UNITS." For "TOTAL UNITS," check your attendance records and write in the total number of half-days you are claiming for that month. (A half-day is fewer than 5 hours a day.) A full-time authorization for half-days is 22. Up to 30 half-days may be authorized to allow you to easily claim an additional half-day when 5 or more hours of care are provided for that child on any given day. See page 12 for more information on how to claim.

If you did not provide care that month, write "0" in the "Total Units" box. **If a "Total Units" box is left blank the invoice will be returned to you for correction which will delay your payment.**

The number of days you claim may not be more than the pre-printed number in the "TOTAL UNITS" box. The pre-printed number is the maximum number of half-days of care authorized for payment for that invoice.

If you are paid at a full-day rate, DA (day) is pre-printed in the "SERVICE UNITS" boxes. For "TOTAL UNITS," check your attendance records and write in the number of full days of care you are claiming for that month. (A full-day is 5 or more hours of care per day.) The number you *(continued on page 22)*

* The family's authorizing worker's name and telephone number are on the Social Services Notice.

INVOICE

INVOICE NUMBER	PAGE	OF	PAYEE NUMBER
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PROVIDER NUMBER:

FOR MONTH ENDING:

TO SIGN UP FOR DEPENDABLE DIRECT DEPOSIT, SEE INSTRUCTIONS. FOR PAYMENT ISSUES, INCLUDING TIMELINESS, SEE INSTRUCTIONS.

HOW TO PROCESS YOUR INVOICE

Telephone Invoice Express at 1-888-461-8855 and follow the instructions(recommended).

OR

Follow the instructions sent with this form. **Attach postage stamp(s) before mailing.**



SOCIAL SERVICE PAYMENT SYSTEM (SSPS)

PAYEE

PROVIDER

1.	SERVICE RECIPIENT	SERVICE PERIOD	AMOUNT AUTHORIZED	AUTHORIZED RATE	SERVICE UNIT	TOTAL UNIT	SCHOOL HOLIDAY CARE
	SERVICE NAME	TO	REFERENCE				
	CASE NUMBER	AUTHORIZATION	WORKER I.D.	REPORTING UNIT	SERVICE CODE		
2.	SERVICE RECIPIENT	SERVICE PERIOD	AMOUNT AUTHORIZED	AUTHORIZED RATE	SERVICE UNIT	TOTAL UNIT	SCHOOL HOLIDAY CARE
	SERVICE NAME	TO	REFERENCE				
	CASE NUMBER	AUTHORIZATION	WORKER I.D.	REPORTING UNIT	SERVICE CODE		
3.	SERVICE RECIPIENT	SERVICE PERIOD	AMOUNT AUTHORIZED	AUTHORIZED RATE	SERVICE UNIT	TOTAL UNIT	SCHOOL HOLIDAY CARE
	SERVICE NAME	TO	REFERENCE				
	CASE NUMBER	AUTHORIZATION	WORKER I.D.	REPORTING UNIT	SERVICE CODE		
4.	SERVICE RECIPIENT	SERVICE PERIOD	AMOUNT AUTHORIZED	AUTHORIZED RATE	SERVICE UNIT	TOTAL UNIT	SCHOOL HOLIDAY CARE
	SERVICE NAME	TO	REFERENCE				
	CASE NUMBER	AUTHORIZATION	WORKER I.D.	REPORTING UNIT	SERVICE CODE		
5.	SERVICE RECIPIENT	SERVICE PERIOD	AMOUNT AUTHORIZED	AUTHORIZED RATE	SERVICE UNIT	TOTAL UNIT	SCHOOL HOLIDAY CARE
	SERVICE NAME	TO	REFERENCE				
	CASE NUMBER	AUTHORIZATION	WORKER I.D.	REPORTING UNIT	SERVICE CODE		
6.	SERVICE RECIPIENT	SERVICE PERIOD	AMOUNT AUTHORIZED	AUTHORIZED RATE	SERVICE UNIT	TOTAL UNIT	SCHOOL HOLIDAY CARE
	SERVICE NAME	TO	REFERENCE				
	CASE NUMBER	AUTHORIZATION	WORKER I.D.	REPORTING UNIT	SERVICE CODE		

VENDOR'S CERTIFICATE: When you submit this invoice for payment, you are certifying that the items and totals listed herein are proper charges for services, materials, or merchandise furnished to the State of Washington and that all services, materials, or merchandise rendered have been provided without discrimination because of race, color, religion, sex, sexual orientation, national origin, creed, marital status, age, Vietnam era or disabled veterans status, presence of any sensory, mental, or physical handicap.

PAYEE SIGNATURE	PROVIDER SIGNATURE
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If mailing this invoice, **attach postage** and return to:

DSHS 08-141 (REV. 02/2001)

STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
ISSD DATA CONTROL
PO BOX 45889
OLYMPIA WA 98504-5889

claim can not be more than the pre-printed number in the “TOTAL UNITS” box. The pre-printed number is the maximum number of full-days of care authorized for payment on this invoice.

If 22 full-days are authorized, and the child did not exceed 5 days of absence, claim the full 22 days. See page 11 for more information on how to claim absent days.

If you did not provide care that month, write “0” in the “Total Units” box. **If the “Total Units” box is left blank the invoice will be returned to you for correction which will delay your payment.**

Step 3 Check to be sure the rate in the “AUTHORIZED RATE” section is correct. The number of units multiplied by the rate equals the maximum amount authorized for the month. If the preprinted rate is more than the rate you usually charge or more than the DSHS maximum rate for that child, write the correct rate in the space below the pre-printed rate. Write the corrected rate in dollars and cents. If the correct amount is twelve dollars write 12.00. An entry of 12 will be processed as a rate of twelve cents. Call the family’s authorizing worker* to have the rate changed. Incorrect information may result in an overpayment to you. Overpayments must be repaid to DSHS.

Incorrect rates can not be changed if you use Invoice Express. Sent in your invoice with the corrections and call the family’s authorizing worker* to have the rate changed.

Step 4 Sign the invoice and keep the yellow copy for your records. Mail the white copy to DSHS or use Invoice Express and bill by phone. See page 23 for more information about Invoice Express.

The School Holiday box is only used for exempt/in-home child care. Do not use this box.

* The family’s authorizing worker’s name and telephone number are on the Social Services Notice.

How do I use Invoice Express to bill by phone?

If you have less than 50 items on your SSPS invoice, you may use the 24-hour Invoice Express system and bill by phone. Invoice Express saves processing and mailing time because you actually enter the information directly into the computer for payment.

The gray boxes on your invoice contain information you need when using Invoice Express. To use Invoice Express, complete your invoice as you normally would. Then call 1-888-461-8855.

1. You will first be asked if you prefer English or Spanish.
3. You will then be asked if you want to **complete an invoice** or **check on payment**.
3. The first question to answer when calling is whether your invoice is Regular or Supplemental (look in the upper left corner).
4. You will be asked to use the numbers on your phone to enter the invoice number that appears on the top of your invoice. [Enter the first 3 digits of your Invoice Number then the 6 digits after the letter and dash of your Invoice Number.] The system will repeat the numbers for your confirmation.
5. Enter your payee number from the top of your invoice. The system will repeat the numbers for your confirmation.
6. The system will find your invoice and say, "You may now complete your invoice."
7. The system refers to the last four digits of the "reference number" to identify the line of service that it is asking you to claim. The reference number appears in the gray shaded boxes on each service line on your invoice.
8. Listen carefully and follow the system directions for entering the number of units you wish to claim for each service on your invoice. After each entry, the system will read your entry back to you and ask if it is correct. If you make an error, the system will allow you to re-enter the data.
9. When you have reached the end of your invoice, the system will tell you that "all service lines have been completed." **Do not hang up.** Listen for the following verification statement: "By pressing the star key you are claiming to have provided all services entered."

If you have less than 50 items on your SSPS invoice, you may use the 24-hour Invoice Express system and bill by phone.

10. After you **press the star key**, you will hear the phone say, “You have successfully completed your invoice.” **This means your invoice has, indeed, processed. If you hang up too soon, your invoice will not be paid! You will need to call Invoice Express and try again.**
11. If you have called your invoice in before 5:00 p.m., your payment will be processed the next working day.

For example: If you called your December 2000 invoice in on January 3, 2001 before 5:00 p.m., your check will be dated January 4, 2001, and it will be sent to the Olympia Post Office on January 5th. If you have Direct Deposit of your SSPS payments, the payment will be in your account on January 10th, the 5th **working day** after the day you called in your invoice.



What is Direct Deposit?

You may choose to have your payments electronically transferred to your bank account rather than receiving a paper check in the mail. If you are interested in this option, request the Direct Deposit application from SSPS in writing or by fax at the address below. Your local office can also provide you with a copy of the application.

It takes 4-6 weeks after your application is received to set up direct deposit. Meanwhile, you will continue to receive your check by mail.

To be eligible to receive your DSHS child care subsidy payments by Direct Deposit you must:

- Have a stable bank account (an account that remains open and in good standing with the bank).
- Have no liens/garnishments on your SSPS payments.

SSPS address: DSHS-SSPS Attn: Direct Deposit Desk
P.O. Box 45812
Olympia, WA 98504-5812

Fax: 360-664-6182

Will I receive tax documents?

If you receive \$600 or more in a calendar year from DSHS child care subsidy programs, you will receive an Internal Revenue Service (IRS) Tax Form 1099 by January 31 of the following year. Keep this form for income tax reporting purposes.

When will I receive my payment?

If you mail your invoice and receive your check by Mail – DSHS will mail the check to you within 12 working days after you mail the completed invoice to DSHS. Allow 2-4 additional days for the post office to deliver the check. Keep the Remittance Advice that comes with the check for your records.

If you mail your invoice and use direct deposit - DSHS will deposit the check in your account on the 5th working day after DSHS processes the invoice.

You will receive a Remittance Advice from:

- Office of Financial Management. It tells you the amount and the settlement date for the deposit. The settlement date is the date the funds are available in your account, five working days after your invoice was processed by SSPS; and
- SSPS which will have the details about payments for each child.

Keep both of them for your records.

If you use Invoice Express to call in your invoice and have direct deposit – DSHS will deposit the check in your account on the 5th working day after you call in the invoice. Remember you must call in your invoice on or after the last working day of the previous month.

You will receive a Remittance Advice from:

- Office of Financial Management. It tells you the amount and the settlement date for the deposit. The settlement date is the date the funds are available in your account, five working days after your invoice was processed by SSPS; and
- SSPS which will have the details about payments for each child.

Keep both of them for your records.

If you use Invoice Express to call in your invoice and receive your check by mail – DSHS will mail your check on the 2nd business day after you have called in your invoice. Remember you must call in your invoice on or after the last working day of the previous month. You will receive a Remittance Advice with your check. Keep the Remittance Advice for your records.

What do I do if I have a payment problem?

Lost invoice: If your invoice does not come by the 3rd working day of the month which follows the month you provided care, call the family's authorizing worker.*

Please note: Your first invoice for a newly authorized child may not arrive until around the 12th of the month which follows the month you first provided authorized care.

Wrong Invoice: If your name or address is wrong on the invoice, contact your licenser. Call the family's authorizing worker* if there are errors related to a child's authorization.

Underpayment: If you make a mistake on your invoice that causes you to be underpaid, or if you do not receive payment for everything you claimed on the invoice, call the family's authorizing worker.*

Overpayment: If you are overpaid, call the family's authorizing worker* and report the overpayment. The following list describes some ways overpayments can happen:

- You claimed 22 full-days, but the child was absent more than 5 days that month.
- You claimed full-days for a child who attended fewer than 5 hours each day.
- You claimed payment twice for the same service.
- You claimed the infant bonus for an infant that was in your care less than five days.
- You claimed payment at the DSHS rate when your usual rate is less.
- You claimed the non-standard hour bonus when non-standard hour care was not scheduled.

This list does not describe all the possible ways overpayments might happen.

If you feel you have received a Vendor Overpayment Notice in error, you have a right to a hearing. Hearing request information is on the Vendor Overpayment Notice.

Late Payment: If it has been more than 12 working days since you returned an invoice and you have not received a check, call the family's authorizing worker.*

Your first invoice for a newly authorized child may not arrive until around the 12th of the month which follows the month you first provided authorized care.

* The family's authorizing worker's name and telephone number are on the Social Services Notice.

What is a co-payment?

Most of the child care subsidy programs require families to pay part of their child care costs. This is called a co-payment. The Social Services Notice states the amount of the family's co-payment.

Families pay their co-payments directly to you. The amount you receive from DSHS and the family co-payment will equal your private rate or the DSHS maximum rate, whichever is less.

You collect the co-payment from the family. You may collect the co-payment on the same day of the month that you collect child care payments from private paying families. If the family does not pay their co-payment, contact the family's authorizing worker*. Families may lose child care benefits if they do not pay their co-payment.

May I charge the family for additional services?

You may charge families who receive DSHS child care subsidies for the following services only if you have an established written policy to charge all families for these services:

- The family requests child care in addition to the care authorized by DSHS for personal reasons (for example, the child is picked up later than scheduled because the parent went shopping).
- The family requests optional enrichment programs for their child (for example, gymnastics, ballet, etc.).
- The family requests your optional lunch program for their child.
- The child is picked up after your operating hours.
- The family pays the co-payment late.

If your private rate for child care is more than the DSHS maximum child care rate, you **may not charge the family the difference between the two rates.**

If a child who is authorized for full-time care is absent more than five days in one month, you **may not bill DSHS or the family for the additional absent days.**

* The family's authorizing worker's name and telephone number are on the Social Services Notice.

What are my responsibilities as a child care provider?

As a child care provider you must:

- Comply with Minimum Licensing Requirements.
- Keep attendance records as described in WAC 388-155-460 for Family Child Care Homes and as described in WAC 388-150-460 for Child Care Centers. (Attendance records and invoices for state-paid children must be kept on the premises for at least 5 years.) **Not keeping accurate records may result in an overpayment. Overpayments are written for the entire amount if you do not have attendance records.**
- Complete your invoices with accurate information **based on your attendance records.**
- Contact the family and/or the family's authorizing worker* if you have questions or concerns.
- Be licensed or certified by DSHS.

As a child care provider you must complete your invoices with accurate information based on your attendance records.

What are the family's responsibilities?

The family is responsible to:

- Report, to their authorizing worker*, any changes in providers, employment, or amount of child care needed that may affect eligibility for child care subsidies. Not reporting a change may result in an overpayment or termination of subsidies.
- Report schedule changes of approved activities to their child care provider.
- Pay their monthly co-payment to their child care provider.

What are DSHS's responsibilities?

DSHS is responsible to:

- Establish a family's eligibility for subsidized child care.
- Authorize and pay for an eligible family's child care.
- Give a family 10 days advance written notice if their child care benefits are to be reduced or stopped prior to the original date on the Social Services Notice.
- Assist in answering payment-related questions or concerns.

*The family's authorizing worker's name and telephone number are on the Social Services Notice.

SITUATIONS AND RESPONSES:

1. SITUATION

You accept two children that are authorized for half-day care through a DSHS child care subsidy program. The children attend for approximately four hours per day, five days per week. Suddenly, the children start attending eight hours per day, five days per week. What should you do?

RESPONSE

Talk to the family. Remind the parent that they are using more hours of care than DSHS authorized. The parent needs to contact the DSHS authorizing worker* if more care is needed because of an increase in approved employment, training, or activities. When appropriate, the authorizing worker will change the authorization. If the family needs more care for personal reasons, you may bill the family directly.

2. SITUATION

A child with a full-time, full-day authorization (22 days) was absent all month. The absence policy says you may bill for up to five absent days when a child is authorized for full-time child care. Can you bill for the child that month?

RESPONSE

No. To be eligible to bill for absent days, the child must be authorized for 22 full-days or 22 or more half-days and attend at least one day during the month for which you are billing. If the child does not attend at least one day in that month, you may not bill for that month.

3. SITUATION

DSHS child care subsidies pay you to care for a child while the parent is at work. The parent said they lost their job but want to continue to bring the child while they look for work. Can you continue to bill DSHS for the care?

RESPONSE

Child care subsidies pay for child care when the parent is participating in a DSHS approved activity. Some child care programs consider job search an approved activity. Encourage the parent to contact the DSHS authorizing worker* to ensure the child care authorization will continue while they look for work. You may also contact the family's authorizing worker* if you have questions about the family's continued eligibility.

*The family's authorizing worker's name and telephone number are on the Social Service Notice.

Child care subsidies pay for child care when the parent is participating in a DSHS approved activity.

4. SITUATION

DSHS is paying you child care subsidies to care for three children in one family. During the school's spring break a step-child comes to stay with the family. The parent asks you to watch the child and says DSHS might pay for the care.

RESPONSE

To assure that DSHS will pay for the care of this child, you may ask the parent to provide you with written information from DSHS to verify payment has been approved. You may call the family's authorizing worker* to verify that care is authorized.

5. SITUATION

DSHS has authorized an infant bonus payment for a child in your care during the month of September. The parent leaves the child in care for three days during the first week of September. The parent calls you and says they are moving to another state and will no longer bring their child to your child care. When you receive your September invoice, how do you claim for the infant bonus?

RESPONSE

Enter a "0" on the invoice service line under the "Total Units" for the infant bonus. The infant was not in your care for a total of five days. You are not eligible to receive the bonus.



*The family's authorizing worker's name and telephone number are on the Social Service Notice.

What is the Seasonal Child Care Subsidy Program?

The Seasonal Child Care Subsidy Program is a specialized child care subsidy program only available in targeted areas of Washington State. DSHS contracts with community agencies to provide the authorization service, based on eligibility criteria developed by DSHS. This program varies slightly from other child care subsidy programs.

When is seasonal child care authorized on an hourly basis?

DSHS child care subsidy programs define a full day of care as 5-10 hours per day. If a family needs more than 10 hours of care per day, additional care may be authorized.

When seasonal families work a regularly scheduled day that require child care for more than 10 hours per day, additional care (usually half-day) may be authorized on a regular basis. During peak harvesting times, a seasonal family may need child care more than 10 hours a day, with the number of hours fluctuating daily due to irregular unscheduled overtime. When the need for child care fluctuates daily and exceeds 10 hours a day, the family may be authorized for full-time care and extended hour care (on an hourly basis). If there is an extended hour authorization, keep track daily of the exact number of hours the family uses care over 10 hours. At the end of the month add up the hours that you provide care over 10 hours on any one day. Bill only for the actual hours of care you provided over 10 hours a day.



When is seasonal child care authorized for more than 22 full-days?

At peak harvesting times families may need to work every day of the month. DSHS considers a full-month (every day of the month) as 31 days, although actual days per month may vary from 28 to 31 days.

Seasonal Child Care Program Absent day Calculation Chart for a 31-day Authorization

For a full-month authorization DSHS allows 5 absent days each month. Count the days the child was absent and use the chart to determine the correct number of days you may bill.

Number of days ABSENT	Number of days to CLAIM
1	31
2	31
3	31
4	31
5	31
6	30
7	29
8	28
9	27
10	26
11	25
12	24
13	23
14	22
15	21
16	20
17	19
18	18
19	17
20	16
21	15
22	14
23	13
24	12
25	11
26	10
27	9
28	8
29	7
30	6
31	0

Telephone numbers

DSHS Community Services Office (CSO): _____

DSHS Division of Children and Family Services (DCFS): _____

Authorizing Workers:

Name	Telephone number
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____



DSHS 22-877(X) (Rev. 1/01)

**Child Care Subsidies: A Booklet for
Licensed and Certified Child Care Providers**